CLAIMS

What is claimed is:

- A method of testing a voice response system comprising:
 establishing a voice link between a test system and the voice response system;
 playing voice prompts to the test system over the voice link; and
 sending execution information to the test system over the voice link.
- 2. The method of claim 1, wherein the execution information is specified using one or more dual tone multi-frequency signals.
- 3. The method of claim 2, wherein the execution information specifies information regarding execution of operational software of the voice response system.
- 4. The method of claim 1, further comprising speech recognizing voice prompts received from the voice response system.
- 5. The method of claim 4, further comprising comparing speech recognized voice prompts with expected voice prompts.
- 6. The method of claim 1, further comprising comparing execution information received from the voice response system with expected execution information.
- A system for testing a voice response system comprising: means for establishing a voice link between a test system and a voice response system;
 - means for playing voice prompts to the test system over the voice link; and means for sending execution information to the test system over the voice link.
- 8. The system of claim 7, wherein the execution information is specified using one or more dual tone multi-frequency signals.

- 9. The system of claim 8, wherein the execution information specifies information regarding execution of operational software of the voice response system.
- 10. The system of claim 7, further comprising means for speech recognizing voice prompts received from the voice response system.
- 11. The method of claim 10, further comprising means for comparing speech recognized voice prompts with expected voice prompts.
- 12. The method of claim 7, further comprising means for comparing execution information received from the voice response system with expected execution information.
- 13. A machine readable storage, having stored thereon a computer program having a plurality of code sections executable by a machine for causing the machine to perform the steps of:

establishing a voice link between a test system and a voice response system; playing voice prompts to the test system over the voice link; and sending execution information to the test system over the voice link.

- 14. The machine readable storage of claim 13, wherein the execution information is specified using one or more dual tone multi-frequency signals.
- 15. The machine readable storage of claim 14, wherein the execution information specifies information regarding execution of operational software of the voice response system.
- 16. The machine readable storage of claim 13, further comprising speech recognizing voice prompts received from the voice response system.

- 17. The machine readable storage of claim 13, further comprising comparing speech recognized voice prompts with expected voice prompts.
- 18. The machine readable storage of claim 13, further comprising comparing execution information received from the voice response system with expected execution information.